## **CLAIMS**

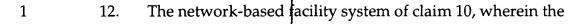
What is claimed is:

A method for a network-based facility, the method 1 1. 2 comprising: 3 facilitating a submission of a complaint to the network-based facility, the complaint relating to a network-based transaction; 4 associating an identifier to the complaint; 5 facilitating a resolution  $\phi f$  the complaint associated with the 6 identifier; and facilitating a claim for insurance if the complaint is not resolved. 2. 1 The method of claim 1, wherein the network-based facility is 2 a network-based online auction facility and the network-based transaction 3 is a network-based online auction transaction. 3. 1 The method of claim 1, wherein the facilitating of the 2 submission of the complaint includes: providing an interface for a user to input information for the 3 4 complaint. The method of claim 3, wherein the providing of the 1 4. 2 interface includes:

3	providing an interface for a bidder or an interface for a seller
4	selected by the user.
1	5. The method of claim 1, wherein the facilitating of the
2	resolution includes:
3	providing a status interface for a user to view a current status or
4	provide comments related to the complaint associated with the identifier
5	or an interface to report a status of the complaint associated with the
6	identifier.
1	6. The method of claim 5, wherein the providing of the status
2	interface includes:
3	providing an interface for a user who is complained against to
4	input comments related to the complaint associated with the identifier.
1	7. The method of claim 1, wherein the facilitating of the claim
2	for insurance includes:
3	providing an interface for a user to file an insurance claim if the
4	complaint has not be resolved after a certain period of time.
1	8. The method of claim 1, wherein the facilitating of the
2	resolution includes:

record.

3	providing an interface allowing a user who is complained against
4	to respond to the complaint.
1	9. The method of claim 1, wherein the facilitating of the
2	resolution includes:
3	exchanging comments between a complaining user and a
4	complained against user regarding the complaint associated with the
5	identifier.
1	10. A network-based facility system, comprising:
2	a database configured to maintain records of network-based
3	transactions; and
4	a processing unit configured to facilitate a submission of a
5	complaint from a user, the complaint relating to a network-based
6	transaction record maintained by the database, to associate an identifier to
7	the complaint, to facilitate a resolution of the complaint associated with
8	the identifier, and to facilitate a claim for insurance if the complaint is not
9	resolved.
1	11. The network-based facility system of claim 1, wherein the
2	network-based transaction record is a network-based online transaction

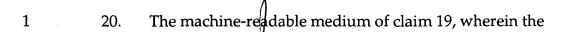


- 2 processing unit is further configured to provide an interface for a user to
- 3 input information for the complaint.
- 1 13. The network-based facility system of claim 12, wherein the
- 2 processing unit is further configured to provide an interface for a bidder
- 3 or an interface for a seller selected by the user.
- 1 14. The network-based facility system of claim 10, wherein the
- 2 processing unit is further configured to provide a status interface for a
- 3 user to view a current status and provide comments related to the
- 4 complaint associated with the identifier or an interface to report a status of
- 5 the complaint associated with the identifier.
- 1 15. The network-based facility system of claim 14, wherein the
- 2 processing unit is further configured to provide an interface for a user
- 3 who is complained against to input comments related to the complaint
- 4 associated with the identifier.
- 1 16. The network-based facility system of claim 10, wherein the
- 2 processing unit is further configured to provide an interface for a user to

identifier; and

3	file an insurance claim if the complaint has not be resolved after a certain
4	period of time.
1	17. The network-based facility system of claim 10, wherein the
2	processing unit is further configured to provide an interface allowing a
3	user who is complained against to respond to the complaint.
1	18. The network-based facility system of claim 10, wherein the
2	processing unit is further configured to facilitate exchange of comments
3	between a complaining user and a complained against user regarding the
4	complaint associated with the identifier.
1	19. A machine-readable medium that provides instructions,
2	which when executed by a machine, cause said machine to perform
3	operations comprising:
4	facilitating a submission of a complaint to the network-based
5	facility, the complaint relating to a network-based transaction;
6	associating an identifier to the complaint;
7	facilitating a resolution of the complaint associated with the

facilitating a claim for insurance if the complaint is not resolved.



- 2 network-based facility is a network-based online auction facility and the
- 3 network-based transaction is a network-based online transaction.

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